

OPERATIONS ASSISTANT JOB DESCRIPTION

You will be joining us at an exciting time of growth to support the Operations Team in delivering a first class, compliant, empowering programme of workshops, community groups and 121 appointments.

Key Responsibilities:

Inbox management:

- Reviewing and responding in a professional and timely manner to emails in the support@ inbox on a daily basis. Escalating to relevant people in the team when necessary.

Scheduling:

- Liaising and troubleshooting with 80+ instructors / community group hosts and therapists regarding workshop, community group and 121 appointment dates; cancelling / rescheduling as necessary.
- Ensuring all instructors, hosts and therapists have the equipment that they need to conduct their sessions.
- Cross checking House Outlook calendar with the booking platform calendar and ensuring they match
- Scheduling the Ops Team weekly, monthly, quarterly meetings, taking minutes and following up on actions.
- Updating and circulating the Ops Team rota to ensure adequate resourcing.

CRM / Booking platform management:

- Assisting Users via email/phone or in person with booking, cancelling, rescheduling or refunding classes, workshops, 121 appointments.
- Uploading, rescheduling or cancelling workshops, community groups and 121s from the booking platform.
- Updating visitor records and applying appropriate tags
- Cross-checking daily visitor sign-in book with sign-ins on booking platform and updating.
- Downloading data from the booking platform for monthly and quarterly reports.
- Checking and updating virtual links for workshops, community groups and 121 appointment.

Marketing / Comms / Events:

- Creating monthly “What’s On” posters in Canva
- Assist with creating Monthly Newsletters or Eblasts to be sent out to via the CRM / booking platform.
- Assist with planning and organising Breast Care Nursing Education events, Outreach and Experience programmes and medical conferences.
- Sending out feedback surveys on typeform, survey monkey, monitoring responses and collating feedback from workshops etc and then feeding back to the practitioner/therapist/host.

MORE ON RESPONSIBILITIES

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Compliance:

- Ensure all compliance and training is completed by Staff, Volunteers, Therapists and Instructors and copies of qualifications / accreditations / insurance etc are held on file.
- Ensure appropriate risk assessments are on file for workshops, community groups and 121 appointments.
- Work with team to establish Standard Operating Procedures for the workshops, community groups and 121 appointments.
- Ensure the feedback and complaints log is being completed, actioned and reviewed.

Other:

- Occasionally support the fundraising team with the charity’s all company charity events
- Undertaking any other duties and reasonable requests that are in keeping with the nature of this post.

EXPERIENCE

- Proficient in Outlook and Microsoft packages including word, excel and powerpoint
- Knowledge of CRM / booking platforms
- Strong team player with experience of working in a fast paced environment in hyper growth.
- Excellent communication and interpersonal skills
- High energy and highly organized.

ROLE DETAILS

Permanent Role:

Full Time. 8.30am to 5.30pm. Monday to Friday. Flexibility is required around the needs of the House and you will be part of a rota to cover evening workshops and occasional Saturdays, with time taken off in lieu.

Location:

Future Dreams House, Kings Cross

Salary:

Up to £35,000

HOW TO APPLY

Reporting to:

Lisa Behzadi, and Tracy Austin, Operations Managers

Application is by way of CV and Supporting Statement (one A4 page) to info@futuredreams.org.uk

We are excited and look forward to hearing from you.